

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard
Baltimore, Maryland 21244-1850



CENTER FOR MEDICARE

TO: Medicare Compliance Officer, Part D Sponsor

FROM: Cynthia G. Tudor, Ph.D., Director, Medicare Drug Benefit and C & D Data Group

SUBJECT: Sponsors' Access to the Medicare Plan Finder (MPF) Communications Website

DATE: July 14, 2011

In an effort to streamline communications from CMS to Part D sponsors regarding any outliers identified in the quality assurance (QA) of their Medicare Plan Finder (MPF) data files, the MPF Communications website has been developed by Acumen, LLC. This website provides a secure means of distributing information regarding data outliers and CMS will continue using this website for CY2012 data submissions in August 2011. If data outliers are identified by CMS' QA, sponsors will receive notifications via email from the website. When applicable, detailed files of the outlier(s) will be available.

User Authorization for MPF Communications Website

Access to the MPF Communications website is managed by each contract's Medicare Compliance Officer through Acumen's User Security website.

- **If your contract is continuing from CY2011**, your Medicare Compliance Officer already has access to the User Security website.
- **If your contract is new in CY2012**, you will be receiving log-in credentials from Acumen shortly.

For Acumen to grant access to the MPF Communications website, the Medicare Compliance Officer must log onto the User Security Website to add users and assign them permissions.

- **If your contract is continuing from CY2011**, current authorized users will maintain their access to the MPF Communication website through the transition to CY2012. You may choose to keep the same users or you may modify users.
- **If your contract is new in CY2012**, you must authorize new users for the MPF Communications website.

To add or modify users to the MPF Communications website, Medicare Compliance Officers must log onto the User Security Website (https://PartD.ProgramInfo.us/User_Security) to:

1. Submit an Available User Request Form for each user.
2. Authorize access permissions for each user.

For security purposes, contracts are limited to five authorized users. All users receive emails regarding outliers, and can log on and download detailed files from the website. **To ensure timely access to the website, Medicare Compliance Officers of new CY2012 contracts must complete the user authorization process as soon as possible, but no later than Friday, July 29, 2011.**

Following the user authorization process, Acumen will send authorized website users:

1. An email with instructions on logging into and navigating the MPF Communications website.
2. A letter with login credentials via USPS.

Please note that only authorized users and account managers will receive Plan Finder communications. **Failure to authorize users can result in suppression of your plan's pricing data on the Medicare Plan Finder website without notification.**

Questions

For questions related to the QA of MPF data files, contact CMS:

Email: PlanfinderQA@cms.hhs.gov

For technical questions related to the MPF Communications website, contact Acumen:

Hours: Monday-Friday 9:00 AM-5:00 PM PT

Phone: (650) 558-8006

Email: PlanFinder@AcumenLLC.com

For technical questions regarding submitted pricing files, contact DestinationRx:

Hours: Monday-Friday 8:30 AM-6:30 PM ET

Phone: 1-888-203-8497

Email: plancompare@destinationrx.com